

# Coordinated Public Transit & Human Service Transportation Plan



**The Albemarle Rural Planning Organization  
in partnership with the  
Public Transportation Division -  
North Carolina Department of Transportation  
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## **CHAPTER I**

# **INTRODUCTION**

## **Background**

Federal transit law, as amended by the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) in 1998, requires that projects funded from the Transportation for Elderly Persons and Persons with Disabilities (5310), Job Access and Reverse Commute (JARC, Section 5316), and New Freedom (Section 5317) programs be derived from a locally developed, coordinated Public Transit- Human Services transportation plan. A coordinated plan should maximize the programs' collective coverage by minimizing duplication of services and should include representatives from public, private and non-profit transportation and human services providers, and participation by the public.

SAFETEA-LU's requirement of a coordinated plan and United We Ride's goals and objectives are in accord; to afford elderly citizens, persons with disabilities and low income populations greater access to transportation services, to reduce duplication of services and to gain greater efficiencies in the distribution of human transportation services. Encompassed in the coordinated plan must be an assessment of available services, an assessment of clearly defined needs and strategies to address deficiencies for target populations. All projects funded via the aforementioned programs must meet the needs identified in the coordinated plan. Utilizing the Framework for Action, an assessment of the Albermarle RPO Region was conducted through a Public Transportation -Human Services Workshop. The Framework for Action is a self-assessment tool developed through the United We Ride initiative sponsored by the FTA. The Framework was used to identify areas of success and highlight the actions needed to improve the coordination of human service transportation in the area.

FTA proposed the following key elements be contained in each coordinated plan:

- An assessment of transportation needs for individuals with disabilities, older adults, and persons with limited incomes;
- An inventory of the available services that identifies areas of redundant service and gaps in service;
- Strategies to address the identified gaps in service;
- Identification of coordination actions to eliminate or reduce duplication in services and strategies for more efficient utilization of resources
- Prioritization of implementation strategies.

## **Federal Funding Programs**

SAFETEA-LU requires that projects selected for funding under the Elderly Individuals and Individuals with Disabilities (5310), JARC (5316), and New Freedom (5317) programs be derived from a locally developed coordinated transportation plan and that

the plan be developed through a process that includes representation from the public, private, and nonprofit transportation and human service providers, as well as the general public. The Public Transportation Division (PTD) of the North Carolina Department of Transportation (NCDOT) was designated by the Governor in April 2008 to administer both the small urban and non-urbanized area apportionment of funds within North Carolina. NCDOT will only award project funding under the programs after a competitive evaluation of candidate projects and their merit vis a vis the recommendations of the Local Coordinated Plan.

A brief description of the programs and examples of eligible projects for each follows.

### **Job Access Reverse Commute (JARC Section 5316)**

The JARC program existed under the previous transportation legislation, the Transportation Equity Act for the 21st Century (TEA-21). SAFETEA-LU has changed the funding from an earmark to a formula program based on the number of low-income individuals in the urbanized area. JARC was created to help address the transportation needs of unemployed and underemployed persons trying to access jobs. Public transit primarily serves people entering the central city area; however entry-level jobs were being created in the suburbs. Previously funded JARC projects that are able to document successful implementation will be eligible for funding. New projects must relate to the development and maintenance of transportation services designed to transport welfare recipients and eligible low-income clients to and from jobs and activities related to their employment. Examples of eligible projects include:

- Public transit late-night and weekend service.
- Public transit guaranteed ride home program
- Expanding fixed-route transit routes
- Vanpools or shuttle services to improve access to employment or training
- Car loan programs that assist individuals in purchasing and maintaining vehicles
- Promotion of public transit for non-traditional work schedules
- Voucher programs targeted to persons entering the workforce or on welfare

### **New Freedom (Section 5317)**

The New Freedom Program is a newly created program under SAFETEA-LU. The purpose of New Freedom is to expand transportation services for the elderly and persons with disabilities beyond what is required by the Americans with Disabilities Act (ADA). New Freedom projects must be new service, defined as not in service as of August 10, 2005. Examples of eligible projects include:

- Expansion of paratransit service beyond the  $\frac{3}{4}$  mile required by ADA
- Expansion of current hours of operation for paratransit services that are beyond those provided on fixed route services
- Same day ADA service
- Door-through-door service-provision of escorts
- Purchasing vehicles for new accessible taxi, ride sharing and/or vanpool programs

- Expense related to new voucher programs offered by human service providers
- New volunteer driver and aide programs
- Operational planning for the purchase of intelligent transportation technologies

### **Elderly Persons and Persons with Disabilities (Section 5310)**

This program existed under the previous transportation legislation. The 5310 program provides funds for capital costs associated with providing services to older adults and people with disabilities; generally accessible vehicles are purchased for nonprofit organizations. Additional requirements under SAFETEA-LU include the provision that projects funded under this program must be included in a locally-developed human service transportation coordination plan. North Carolina is one of seven States that are authorized to use up to one-third of the annual statewide allocation for operating costs.

- Purchase of service (POS): the acquisition of transportation service under a purchase of service contract with a public transportation provider
- Vehicles
- Mobility managers and related activities
- Radio and communication equipment
- Vehicle shelters
- Wheelchair lifts and restraints
- Computer hardware and software

## **CHAPTER 2**

### **PLAN APPROACH**

Projects funded through the Elderly and Persons with Disabilities (Section 5310), Job Access and Reverse Commute (Section 5316 - JARC) and New Freedom (Section 5317) programs require the development of a local coordinated public transit - human services transportation plan (LCP), which should incorporate private and non-profit transportation providers, human service and social service entities, as well as members of the general public.

The Albermarle RPO partnered with the Public Transportation Division of the North Carolina Department of Transportation to lead the coordinated planning effort for the ten-county region. The planning team included planning staff from the Albermarle RPO, planning mobility development staff from the NCDOT, the six area public transit systems, as well as representatives from:

- Pasquotank DSS
- WCCHS
- Pathways
- Gates County DSS
- Albermarle Workforce Development
- Kids Taxi
- Albermarle Area Aging
- Washington County DSS
- Gates County Board of commissioners

The Albermarle RPO served as the lead agency hosting three Local Coordinated Plan workshops in early 2009. Workshops were held at:

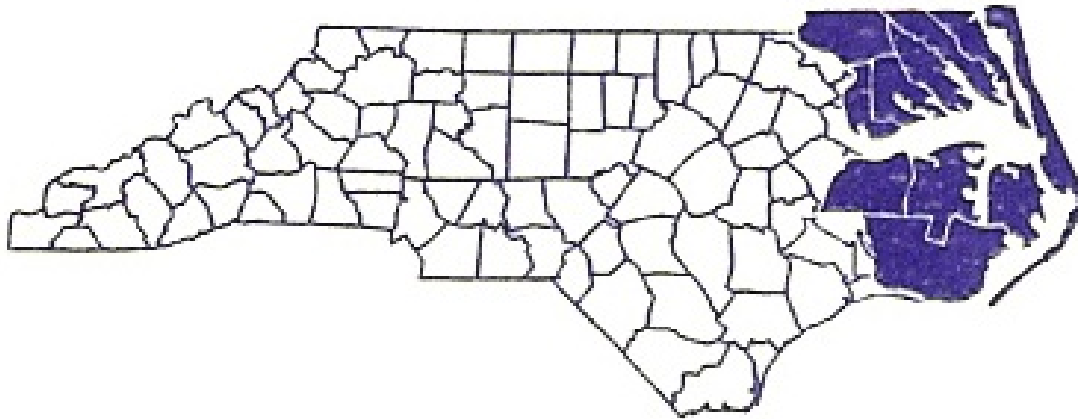
- The College of the Albermarle, Elizabeth City, NC, February 19, 2009
- Dare County Offices, Manteo, NC, February 20, 2009
- Shepard-Pruden Library, Edenton, NC, March 27, 2009

Stakeholders from the ten-county Albermarle RPO area were invited to participate in the workshops to identify needs and gaps in the current transportation service. Unmet needs were identified and strategies to meet those needs prioritized during each workshop.

The results from these workshops are the foundation for the LCP and will guide the application process and project selection for the three grants (5310, 5316, 5317) over the next two to three years. The organizations that participated in the workshop represent a broad array of interests and included city/town/county staff, transportation advisory boards, local and out-of-county public transportation providers, health care professionals, ADA advocates, human service agencies, faith-based communities, as well as members of the general public.

## **CHAPTER 3**

### **OVERVIEW OF WORKSHOP COORDINATION ORGANIZATIONS**



### **Albemarle RPO – Albemarle Commission COG**

North Carolina's Rural Planning Organizations (RPOs) grew out of the 1998 federal Transportation Equity Act for the 21st Century, which encouraged participation of local officials and the public in the transportation planning process.

In response, the North Carolina General Assembly in 1997-1998 mandated that the state Board of Transportation, Transportation Secretary, and Department of Transportation establish RPOs as a rural counterpart to the existing Metropolitan Planning Organizations (MPOs). MPOs had been mandated earlier as a condition of receiving federal financial assistance for transportation planning in areas containing an urbanized population of 50,000 or more. RPOs in North Carolina must contain at least three contiguous counties with a combined population of at least 50,000.

In July 2000, the General Assembly amended its legislation to establish a continuing, comprehensive and cooperative rural transportation planning process. It charged the RPOs with four core duties:

- Develop long-range local and regional multi-modal transportation plans in cooperation with the area MPO and the N.C. Department of Transportation (NCDOT).
- Provide a forum for public participation in the rural transportation planning process.
- Develop and prioritize suggestions for transportation projects to be included in the state Transportation Improvement Program (TIP).
- Provide transportation-related information to local governments and other interested organizations and persons.

### **The Albemarle RPO**



The Albemarle RPO Council of Governments (COG) was one of the original 10 pilot RPOs in North Carolina. The Albemarle RPO COG staff in 2001 developed the initial organizational structure of the Albemarle RPO to include a Rural Transportation Advisory Committee (RTAC) and Rural Transportation Coordinating Committee (RTCC).

Albemarle RPO Council of Government staff and the state Department of Transportation created a Memorandum of Understanding (MOU) for operating the RPO. Participating county and municipal governments reviewed and approved the MOU between August 2001 and October 2001. A revised MOU, based on further review by the NCDOT, was reviewed and adopted by the participating county and municipal governments of the Albemarle RPO region between October 2001 and November 2001.

The Albemarle RPO Rural Planning Organization (Albemarle RPO) was officially chartered by NCDOT on November 15, 2001.

### **Previous Human Service Planning Efforts**

During the workshops on February 19, 20, and March 27, 2009, the planner from Albemarle RPO presented information in a series of maps on data collected during a previous Local Coordinated Human Services Transit planning effort during 2005-2006 for the region including:

- Commute Patterns in the Region
- Population Groups of the Region
- Employment and Employers in the Region
- Income Levels of the Region
- Vehicles per Household in the Region

### **Public Transportation Division – North Carolina Department of Transportation**

The North Carolina Department of Transportation (NCDOT) Public Transportation Division (PTD) was created in 1974 by the North Carolina General Assembly to foster the development of intercity, urban and rural (now referred to as "community") public transportation in North Carolina. It administers federal and state transportation grant programs; provides leadership and training opportunities to transit professionals; and makes planning and technical assistance available in an effort to enrich transit services offered to North Carolina citizens and visitors.

Currently working with all 99 transit systems in North Carolina, PTD encourages the close collaboration between counties, communities, and their transit systems to provide public transportation that encompasses all 100 counties of the state. Within the ten-county region of the Albermarle RPO, six community transit systems provide service throughout the area as well as certain destinations outside of the region. These services are examined in more detail in the following chapter.

## **CHAPTER 4**

### **INVENTORY OF PUBLIC TRANSPORTATION SERVICES IN THE ALBERMARLE RPO**

The coordinated planning process requires a thorough inventory of existing transportation services. An assessment of existing transportation services in the Albermarle RPO Region - public, private and human service was conducted. Descriptions of providers and services were provided by the respective system.

## **Dare County Transportation System (DCTS)**

DCTS is a single rural county system that provides free general public transportation to all Dare County residents. The system operates seven vehicles – four have wheelchair lifts, two are standard vans and one is a mini van. One van is out-posted in Buxton and parked at the EMS station. The full-time driver lives nearby. The Buxton area is approximately 60-70 miles from the DCTS office. The DCTS staff has four full-time employees.

The DCTS office located in Manteo and is open 8:30am to 5:00pm Monday through Friday. However, the van runs begin earlier in the mornings according to the time of medical appointments for in-county and out-of-county transportation. Every effort is made to complete services and have passengers returned home by 5:00pm. Late pickups from in-county appointments may run after 5:00pm drivers then fuel the vans and perform post-checks of their vehicles. In-county drivers may work seven to nine hours per day.

Out-of-county appointments are not scheduled after 1:30pm so that all riders may be on board the vehicle and heading to back to Dare County by 3:00pm. The driver will call the office as they cross the bridge into Dare County to let the staff know that they are in the county before the office closes. Drivers then fuel and post-check their vehicles. Out-of-county drivers may work 10-12 hours per day.

Out-of-county transportation is available Tuesdays, Thursdays, and Fridays to medical facilities in Elizabeth City and to the nearest cities in Virginia, such as Chesapeake, Norfolk, Virginia Beach and to the VA Hospital in Hampton. DCTS also utilizes volunteer drivers for services to hospitals in Greenville, Chapel Hill and Durham.

### **FY08 Statistics**

Total Vehicle Service Hours	11,300
Total Vehicle Service Miles	234,259
Total Revenue Miles	163,913
Total Passenger Trips	13,050

## **Gates County Inter-Regional Transportation System**

Gates County Inter-Regional Transportation System (GITS) is the coordinated transportation program for the County of Gates. GITS will provide transportation for any county resident to various areas within our region. GITS will utilize deviated fixed routes and demand response trips to service clients.

The primary areas requested for transportation are Ahoskie (in Hertford County), Elizabeth City (in Pasquotank County), Edenton (in Chowan County), and Suffolk, Smithfield, and Norfolk, Virginia. These trips are available to the rural general public.

Four trips to Ahoskie are conducted daily; at 8:00am, 10:30am, 2:00pm, and 3:00pm is our final pick-up. These trips are operated as deviated fixed-route, general public and subscription. These trips to Elizabeth City; at 8:00am, 10:30am, 12:00 noon, and 3:30pm are available to deviated fixed route, subscription, and general public passengers. Trips to Edenton are provided Monday, Wednesday, and Friday mornings for deviated fixed-route, subscription, and general public. Four general public trips per day are available to Suffolk, VA, departing at 6:30am, 10:30am; 2:00pm, and 5:00. Trips to Greenville are operated on Tuesdays; on the second and fourth Wednesday service is available to Portsmouth, VA. On the first and third Wednesday service is available to Hampton, VA from 10:00am to 1:00pm. Monday, Tuesday, and Thursday from 10:00am to 1:00pm Norfolk service for medical passengers is offered. Norfolk. Additionally, Ahoskie service has an additional 5:00pm trip on Thursdays. Demand response trips are provided in county anytime during the service hours and other areas upon request and availability.

General hours of operation are 5:00am to 7:00pm Monday through Friday, with Saturday service available on request.

Vehicles are assigned based on service areas and passenger requirements. Should passengers using wheelchairs or other mobility devices need transportation, vehicles with on-board lifts will be assigned to the run.

#### Gates County Transit Statistics

Total vehicle service hours	13,027
Total revenue miles	373,249
Total passenger trips	51,505

#### **Hyde County Non-Profit Private Transportation Corporation - dba as Hyde County Transit (HCT)**

Hyde County Transit was incorporated in 1987 by a group of organizations, human service agencies, and other public stakeholders. Hyde County is a rural county with a population of 5,826 of which an estimated 19% live below the poverty level. HCT serves clients of human service agencies as well as the general public of Hyde County. Hyde County Transit provides passenger trips to other surrounding counties such as Beaufort, Dare, and Pitt Counties.

Currently, Hyde County Transit has a fleet of 6 vehicles, 3 of which are wheelchair accessible. In 2008, Hyde County Transit served over 16,000 passenger trips for various needs such as medical, shopping, recreational, human service, and general public.

#### Hyde County Transit Statistics

Total vehicle service hours	4,436
Total revenue miles	96,745

Total passenger trips	15,117
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### **Inter-County Public Transportation Authority**

Inter-County Public Transportation Authority (ICPTA), a subsidiary of Albemarle Regional Health Services, was founded in 1978. ICPTA is a five-county regional public transportation system, providing general public and human service agency transportation to the people who live in or visit Chowan, Perquimans, Pasquotank, Camden, or Currituck Counties. ICPTA also provides out-of-region transportation to Norfolk, VA and Greenville, NC.

ICPTA provides demand response and subscription transportation services between the hours of 4:30am and 7:30pm Monday through Friday utilizing a staff of 38 employees (21 full time & 17 part time drivers). The fleet is made up of 29 vehicles (23 lift equipped), which are out posted throughout the five counties ICPTA serves. An important part of ICPTA's service is the timely delivery of passengers to their destination. This enhances the program's reliability and trust with contracted agencies and the general public. Drivers are required to participate in drug and alcohol testing, road training, on-the-job training, emergency operating training, and periodic safety meetings.

Services are advertised to the public under an "Anyone Can Ride" campaign.

### **ICPTA's Program Goals**

- To enhance passenger accessibility in rural areas to health care, shopping, education, employment, public services, and recreation.
- To assist in the maintenance, development, improvement, and use of public transportation systems in rural areas.
- To encourage and facilitate the most efficient and effective use of Federal, State, and Local funds to provide quality passenger transportation through coordination of local programs and services in ICPTA's service area.

### **ICPTA Statistics**

Total vehicle service hours	43,730
Total vehicle revenue miles	693,185
Total passenger trips	6,491

### **Tyrrell County Senior & Disabled Transportation System (TCS&DTS)**

TCS&DTS was established in the early 1980s as a result of a need to provide nutrition transportation for senior citizens to the county senior center. In later years the system

expanded to providing agency-sponsored transportation services for the county's communities.

TCS&DTS has been operating as single county human service transportation program (one of only two in North Carolina that does not operate rural general public service) serving the clients of human service agencies in Tyrrell County for about 25 years. It is the smallest system in the state with 2 vehicles in its fleet. Operations are supplemented by a small network of volunteer drivers who use their personal vehicles to provide service to the citizens of the county. TCS&DTS currently provides demand response and subscription rides, although the addition of general-public service and integrated service with adjacent counties has been recently explored.

TCS&DTS is the only public (although not general public) transportation program in Tyrrell County. As a small rural county, Tyrrell does not have any major medical or dental facilities, nor any major shopping centers. As a result, the bulk of agency-sponsored trips are out of county.

#### TCS&DTS Statistics

Total vehicle service hours	4849
Total revenue miles	77,586
Total passenger trips	7454

### **Washington Riverlight Transit**

The Washington County Center for Human Services administers Riverlight Transit which is Washington County's community transportation program. Riverlight Transit was started during 1997 combining existing transportation programs operated by the Roanoke Developmental Center, Inc. and the Washington County Department of Social Services. Riverlight Transit is a single county transportation program which provides deviated fixed route transportation services.

Currently, Riverlight Transit has a total of eight vehicles in its fleet. There are three lift equipped vehicles in the fleet. There are five vehicles operated daily between the hours of 8:00am and 4:30pm. The system employs a full-time Transportation Coordinator and five full-time vehicle operators. Riverlight Transit provides medical, nutrition, recreation, shopping, educational and human service trips. Out-of-county destinations include Martin County, Chowan County, Pitt County, Beaufort County and other nearby counties.

#### Riverlight Transit Statistics

• Total Vehicle Service Hours	9,551
• Total Vehicle Service Miles	151,119
• Total passenger trips	21,088

## **Other transportation providers**

A number of small private operators are dotted around the ten-county Albermarle RPO region. Most consist of several taxicabs and/or vans each. The list includes:

- A1 Taxi, Kill Devil Hills
- Airport –the-Connection, Kill Devil Hills
- Atlantic Cab Company, Kill Devil Hills
- Bayside Cab, Kill Devil Hills
- Beach Cab, Kill Devil Hills
- Borwn’s Taxi Cab, Edenton
- Coastal Cab Company, Kill Devil Hills
- Harrell Medical Transport, Hobsville
- Island Shopper Shuttle, Buxton
- J&J Cab Services, Plymouth
- Kid’s Taxi, Elizabeth City
- Mickey’s Northend Taxi, Barco
- Manteo Cab Company, Manteo
- Moore’s Taxi, Elizabeth City
- Outer Banks Limousine Service, Manteo
- Reid’s Taxi, Elizabeth City
- Roanoke Island Taxi Service, Manteo
- Sandy Beach Tours, Kill Devil Hills
- Winslow Taxi Service, Elizabeth City
- Harrell Medical Transport, Hobsville
- Kid’s Taxi, Elizabeth City

## **Ferries**

The Ferry Division of the North Carolina Department of Transportation provides a comprehensive network of ferry services in the eastern part of North Carolina, both in the coastal areas as well as within the sounds and certain inlets and rivers. Within the Albermarle RPO area, the Ferry Division operates four ferry routes serving both passengers as well as automobiles. These routes include service from Ocracoke Island in coastal Hyde County across the Pamlico Sound to Cedar Island (in Carteret County) and Swan Quarter, the county seat of Hyde County. Additional service is provided from Ocracoke Island to Hatteras Island on the Outer Banks, as well as from Currituck to Knotts Island in Currituck Sound.

## **CHAPTER 5**

### **NEEDS ASSESSMENT SURVEY**

A survey of community transportation needs and was emailed and conventionally mailed prior to each workshop in the Albermarle RPO region. The survey was attached to the workshop's invitation, along with a RSVP form and a brief synopsis of the three public transportation grants concerned. The packages were distributed to local government staff, human service agency personnel, and other public transportation stakeholders in each of the ten Albermarle RPO's counties during February and March 2009.

The survey covered a wide variety of issues pertaining to the existing public transportation services and it provided the respondents with the opportunity to note issues and needs that should be addressed immediately, those needs that needed improvement, those that were not critical but needed to be initiated, and those that either required too much effort or that currently lacked adequate funding. A total of 43 responses were received from the invited participants. This feedback was reviewed and was helpful in preparing an analysis outlining specific needs and strategies to be used in the local workshops.

Results of the survey were circulated in each workshop prior to the initiation of the exercises. The survey results contributed to initial discussion of local transportation needs and strategies to achieve these needs..

A copy of the survey form is included in the appendices.



### **Survey Results**

A total of 43 surveys were received. Each question asked the participant to rank the issue from one to four points, with four being a high priority issue, one being a low priority issue

### **SERVICE RELATED AREAS**

Total Points    Issue

133	There is not enough public transportation service available
125	There needs to be extended service focusing on employment trip types
124	There is a need to increase service to fill gaps in underserved areas
122	There is a need for door-to-door service for the elderly and disabled population
117	There is a need for transportation providers to focus specifically on providing employment trips
114	There needs to be extended service hours
111	There is a need for coordination between transportation providers to provide cross-country trips
108	Too much advance planning is needed in order to get transportation
101	There is a need for coordination between transportation providers to provide inter-county trips
98	There needs to be extended weekend and night service
92	There is a need for public transportation to focus specifically on shopping and recreation trips

### **EDUCATION AND MARKETING - CUSTOMER SERVICE AREAS**

Total Points    Issue

136	There is a need for education on available services, programs, and eligibility requirements
120	There needs to be advertising of the various services to the elderly, low income, and general public
96	There are communication issues, ie. language barriers, no website or hard-to-use website, inconsistent information
93	There is a need to market/increase participation on the Transportation Advisory Board (TAB)

### **AGENCY RELATED (40 Possible Points)**

Total Points    Issue

136	There is a need for sustained support for coordinated transportation planning among elected officials, agency administrators, transportation providers, and other community leaders
97	Agency staff is too small to handle the numbers and complexities of issues that arise
92	Service providers need to be more consumer friendly

### **ADDITIONAL SURVEY COMMENTS**

In addition to the survey responses above, a number of written comments were provided by several of the 42 survey participants. The comments include:

"It is extremely difficult to provide services in a sparsely-settled rural county. Efforts to address disabled and elderly transportation needs are admirable. Employment-related transportation links....are needed. Seniors needs recreational transportation opportunities"

"The biggest issue I see on the (Outer Banks) is getting potential employees from outside of the island onto the island and (to) the employers"

"It is a very long day for the elderly and disabled to go to Virginia medical appointments. Geography of our area makes this challenging and expensive"

"Problems arise with medical appointments as .....residents have a very limited number of hours that they can schedule appointments....It is difficult for those needing transportation for employment because there is no guarantee of arriving to work on time. It is difficult for the elderly and disabled to use the bus at times because it can be a majority of the day that they...are being transported...related to the geographic makeup of the area...."

"Geography is a major problem...."

"Since we are a small rural county, there is not a lot of dependence on the small intercounty transit system...it is easier and more cost-effective to assist low-income persons with gas to drive their own vehicles when it is employment-related"

"More state and federal funding is needed for public transportation"

"As a purchaser of transportation services for clients we have been faced with inaccurate record-keeping by transportation providers.....no-show policies are also an issue"

"Clients that do not have medicaid can't get special medical transport....also clients who are bed/home bound and need ambulance to a doctor's appointment"

"Small systems have the same barriers as larger systems but are not provided with the same resources"

### **Survey Synopsis**

As indicated by the points allocated to survey results as well as comments provided by some of the participants, public transportation is an important issue in the ten-county Albermarle area. Among the priorities indicated by the survey are a strong need for improvements in transportation for employment purposes, as well as a concern for the geographic obstacles inherent to the region that add to the challenges of the area's public transportation systems. Additionally scoring high in the survey were the need for expanded publicizing of services as well as an increase in the education of passengers and potential passengers regarding public transportation. It was also noted that strong support of community leaders and politicians for public transportation and its funding was important in furthering transportation in the region.

## **CHAPTER 6**

### **NEEDS AND STRATEGIES**

#### **Evaluation Process Exercise**

Following discussion of the survey and its results, attendees in the three workshops next participated in a needs and strategies exercise. Participants were split into several groups to conduct the evaluation process of transportation needs in the region and their selected strategies in fulfilling these needs. A large chart was provided to each group. The chart contained a list of transportation needs, highlighting transportation requirements of older adults, low-income households, and the disabled community as seen in various communities. Many of the survey results were listed in the needs area. Additional space was provided for participants to list unique needs specific to their community and region raised from discussion in each of the three sessions, such as seasonal traffic congestion in the coastal region creating longer trips for agency clients. Specific additional information extracted from the surveys was added to the needs column. The second part of the chart contained a list of possible solutions to the previously-listed transportation needs, as well as again having areas for workshop participants to add additional suggested transportation solutions to the listed needs.

During this part of the workshop, numerous strategies were discussed by the representatives from NCDOT and the RPO, encouraging workshop participants to be creative in their strategies as they wrote them down on the needs and strategies chart.

**The cumulative results of this needs and strategies exercise were as follows:**

**Needs outlined are listed in bold, with the strategies as suggested by workshop participants listed in plain type:**

- 1) **Increase service to fill gaps – implies some inter-county fixed route or highway service corridors.**

- a) Prepay service for riders
- 2) Increase local area service – deviated fixed route, shuttles or circulators.**
  - a) Fixed Routes
  - b) Weekends
  - c) Vouchers
  - d) Express bus services
  - e) Transit pass
  - f) Door to Door service
  - g) (Added to list) More advertising
  - h) (Added to list) Help with Medicaid transportation
- 3) Increase time span of existing service; specify early morning, evening or weekend.**
  - a) Evenings
  - b) Weekends
- 4) Broadcast user-friendly info/education – i.e. internet, public forums, etc.**
  - a) Fixed route
  - b) Circulators
  - c) Evenings
  - d) Weekends
  - e) Vouchers
  - f) Express service
  - g) Transit Pass
  - h) Vanpools
  - i) Door to door
  - j) (Added to list) advertising
  - k) (Added to list) Medicaid help
- 5) Provide stops with transit amenities – i.e. lighting, benches, audible signs, and sidewalks.**
  - a) Fixed route
  - b) Weekends
  - c) (Added to list) Covered stops
- 6) Increase all types of service to new user groups, i.e. Vets, YMCA, Hispanics, East Europeans, etc.**
  - a) Fixed routes
  - b) Circulators
  - c) Evenings
  - d) Weekends
  - e) Vouchers
  - f) Volunteer drivers
  - g) Express services
  - h) Transit pass
  - i) Big vehicles
  - j) Door-to-door
- 7) Provide travel training for inexperienced/hesitant transit riders, i.e. for elderly, disabled, limited English, etc.**
  - a) Fixed routes

- b) Circulators
- c) Weekends
- d) Vouchers
- e) Express services
- f) Transit pass
- g) Vanpools
- h) Big vehicles

**8) Trips need to service County employment centers.**

- a) Fixed route
- b) Transit Pass
- c) Vanpools

**9) Transportation geared to serve long-haul commuters**

- a) Fixed route
- b) Circulators
- c) Evenings
- d) Weekends
- e) Vanpools

**10) Customer service improvements.**

- a) Fixed route
- b) Circulators
- c) (Added to list) Advertising
- d) (Added to list) Medicaid transportation assistance

**11) County-to-county transfer agreements**

- a) Fixed route
- b) Circulators
- c) Evenings
- d) Weekends
- e) Express services (to VA medical centers in NC and Virginia)
- f) Transit pass
- g) Agency-operated
- h) Vanpools
- i) Door-to-door

**12) Remove barriers for mobility-impaired.**

- a) Fixed routes
- b) Circulators
- c) Weekends
- d) Vouchers
- e) Transit pass
- f) Big vehicle
- g) Door-to-door
- h) (Added to list) Medicaid transportation assistance

**13) (Added to list)Pre-paid service/monthly pay program/discounts.**

- a) Vouchers

**14) (Added to list)Elderly shopping/first-of-month transportation demand.**

- a) Fixed routes
- b) Circulators
- c) Evenings
- d) Weekends
- e) Transit passes
- f) Vanpools
- g) Door-to-door
- h) (Added to list) Medicaid transportation assistance

**Under the institutional policies needs and strategies categories, the workshop participants indicated:**

**15) Invigorate/strengthen the Transportation Advisory Board.**

- a) Vouchers
- b) Agency Operated
- c) Elected officials input in system

**16) Remove language barriers**

- a) Fixed routes
- b) Circulators
- c) Evenings
- d) Weekends
- e) Vouchers
- f) Transit pass
- g) Vanpools
- h) (Added to list) Advertising

**17) Emergency evacuation transportation (Coastal areas have 18-hour rule)**

- a) Evenings
- b) Weekends
- c) Vouchers (should be free)
- d) (Added to list) Advertising

**18) Increased visibility/targeted marketing**

- a) Vouchers
- b) Volunteer drivers
- c) Express services
- d) (Added to list) Advertising
- e) (Added to list) Medicaid transportation assistance
- f) Vanpools
- g) Big vehicles
- h) Park & Ride
- i) Legal waiver

**19) Summer tourist transit**

- a) Fixed route

## **CHAPTER 7**

### **THE MAP EXERCISE**

This exercise allowed the workshop participants to visualize the potential service improvements that had been discussed in the Needs and Strategies exercise. Maps of the 10-county region were distributed to each table. Each map highlighted a demographic factor of the ten-county RPO, including low-income population, elderly population, and the disabled population. Participants were distributed markers to draw their suggested route and coordinated transportation improvements on the maps.

After the exercise participants were invited to outline their basis and reasoning in their sketching transportation flows on the maps. They were asked to retain these ideas and thoughts along with the Needs and Strategies exercise results, and carry them forward to the prioritization exercise.

## CHAPTER 8

### PRIORITIZATION OF IMPLEMENTATION OF STRATEGIES

In the final exercise at each workshop, the participants were asked to rank the strategies they individually found most appropriate for their clients or the interests they represented. This was done by asking the participants to allocate an imaginary \$100 spread over the strategies they had recommended in the prior exercises. They were reminded to be creative and not consider current budgetary restrictions in their allocation of their \$100. The results of the exercise are listed below.

<b>RANK</b>	<b>SHOPPING LIST</b>	<b>TOTAL DOLLARS SPENT</b>
<b>1</b>	Door-to-Door service	<b>\$270</b>
<b>2</b>	Employment express transportation	<b>\$150</b>
<b>3 (tie)</b>	Express service Bikes for international students	<b>\$100</b>
<b>4</b>	Increased visibility of existing transit system	<b>\$98</b>
<b>5 (tie)</b>	Weekend service Agency operates own vans	<b>\$75</b>
<b>6 (tie)</b>	Evening service Voucher program	<b>\$70</b>
<b>7</b>	Vanpool program	<b>\$60</b>
<b>8</b>	Larger or unique vehicles	<b>\$55</b>
<b>9</b>	Clearinghouse – brokered trips	<b>\$40</b>
<b>10 (tie)</b>	Fixed routes Volunteer drivers	<b>\$30</b>
<b>11 (tie)</b>	Post-high school education transport Specialized seasonal service Transit amenities – eg. Wifi	<b>\$25</b>
<b>12 (tie)</b>	Dependable schedules services Shopping trips for elderly Park and Ride program	<b>\$20</b>
<b>13</b>	Transit pass program	<b>\$17</b>
<b>14</b>	Green services	<b>\$10</b>

Within the 10-county Albermarle RPO region, the provision of paratransit door-to-door service was seen at the prime transportation need of the region's disabled, elderly, and low-income population. This service would expand on some of the current transportation services available to the target communities. Second in the findings priority is provision



of express employment transportation services, allowing riders to commute to their workplace especially if they have no alternative transportation method.

The research in the 10-county region indicates that the top-listed strategies were in the forefront of the region's needs. The area's transportation providers should endeavor to satisfy these and other public transportation needs as outlined in the prioritization list over the approximately three-year life of this LCP. Future LCP revisions will address the then-current transportation needs of the region, coupled with the data from the upcoming 2010 US Census and the findings of the five-year Community Transportation Improvement Plans that each transit system will be having compiled over the next several years.

At the conclusion of each workshop Federal Title VI forms were provided to all attendees, who were advised that the completion of the forms were voluntary and that all completed forms would be forwarded to the Title VI office at NCDOT. Approximately 20 of the participants in the three workshops completed a Title VI form.

## **CHAPTER 9**

### **SUMMARY**

Many of the invited stakeholders assisted in developing the coordinated plan for the Albermarle RPO. The plan follows the required steps:

- Assess available services (public, private and nonprofit).
- Identify transportation needs for individuals with disabilities, older adults, and people with low incomes.
- Develop strategies and/or activities to address the identified gaps and achieve efficiencies, where possible, in service delivery.
- Identify priorities for implementing the strategy/activities based on resources, time, and feasibility for implementation.

The prioritization of findings from the series of workshops indicate that the door-to-door paratransit service and express employment transportation service rank as the top strategies to help meet the needs of the Albermarle RPO area. These services and others listed in the previous chapter are among those eligible for funding by one of the three aforementioned grants from FTA. As the ten-county Albermarle RPO area is served by six public transit systems, there are a number of future opportunities at the transit systems and other eligible transportation organizations (with the proper funding) to expand current services as well as develop new services to as outlined by the strategy findings to help better serve the needs of the region.

The approved LCP plan will serve as a document that will support future requests for transportation funding for the Sections 5310, 5316, and 5317 grants improving transportation for the low income, elderly, and disabled individuals who reside in the ten-county Albermarle RPO Region.

## APPENDIX A-1

### List of Invitees and Attendees to Albermarle RPO Local Coordinated Plan Workshops held February and March 2009

	Lead Agencies	Lead Contacts	Workshops	
	Albermarle RPO	Morgan Jethro	Date	Location
	NCDOT/PTD	Jeff Crouchley	Feb. 19, 2009	Elizabeth City
			Feb. 20, 2009	Manteo
			March 27, 2009	Edenton
	Stakeholders Invited		Stakeholder Participating	
	Name	Organization	Name	Organization
	Sharron Sanderson	Dare County Transit	Sharron Sanderson	Dare County Transit
	Patrice Lassiter	Gates County Transit	Patrice Lassiter	Gates County Transit
	Beverly Paul	Hyde County Transit	Beverly Paul	Hyde County Transit
	Herb Mullen	ICPTA	Herb Mullen	ICPTA
	Tyrell Transit	Tyrell Transit	DeeDee Bullock	Tyrell Transit
	Francine Hines	Riverlight Transit	Francine Hines	Riverlight Transit
	Theo Bohn	Skills Inc.	Jerry Rhodes	Washington Co. DSS
	Youela Erickson	Center for Independent Living	Henry Jordan	Gates Co. Commissioner
	Beverly Mercer	Pasquotank County DSS	Susan Scurria	Alb. Area Aging Agency
	Laurie Bridgers	Pasquotank County DSS	Barbara Taylor	Kids Taxi
	Melissa Stokely	Pasquotank County DSS	Susan Gentry	Albermarle Workforce Dev.
	Nanette Turner	Emp. Security Com.	Janet Russ	Hyde County Transit
	James Spaugh	B Swamp Wesleyan Church	Lee Riddick	Gates County
	Susan Scurria	Albemarle Commission	Elaine Swinson	Wilson County Transit
	Wanda Spence	Albemarle Mental Health	Catherine Herron	Pathways
	Jerry Morgan	Vocational Rehabilitation	Phyllis Moore	WCCHS
	Ben Rose	Chowan County DSS	Kevin Pettiford	citizen
	Melanie Corprew	Chowan County DSS	Herbert Blount Jr.	citizen
	Kirk Devine	Chowan County DSS	Beverly Mercer	Pasquotank DSS
	Susan M. Chaney	Perquimans County DSS	Laurie Bridges	Pasquotank DSS
	Sylvia Holley	Camden County DSS	Joyce Sewell	WCCHS
	Kathy Romm	Currituck County DSS	Brandi Rheubottom	Dare Co. Senior Services
	Barbra Taylor	Kid's Taxi	Bill Pruitt	Town of Kitty Hawk
	Phil Donahue	Albemarle Hosp. Foundation		
	Director	Food Bank of the Albemarle		
	Director	Brain Center Health Rehab		
	Director	Britthaven of Edenton		
	Director	Down East Health Rehab		

	Director	Guardian Care Elizabeth City		
	Director	Sentra Nursing Ctr. Currituck		
	Director	WR Winslow Memorial Home		
	Director	Northeast Reg. Economic Dev. Com.		
	Director	Edenton Housing Authority		
	Director	Elizabeth City Housing Authority		
	Director	Hertford Housing Authority		
	Director	Reid's Taxi		
	Director	Winslow Taxi Company		
	Jerry Rhodes	Washington County DSS		
	Billy Corey	Commissioner, Washington County		
	Buster Manning	Commissioner, Washington County		
	Jean Alexander	Commissioner, Washington County		
	Tracey Johnson	Commissioner, Washington County		
	Raymond McCray	Commissioner, Washington County		
	Denise Moulden	Washington County Clerk of Court		
	David Peoples	Washington County Manager		
	Cheryl Young	Washington County Asst. Manager		
	Brian Roth	Mayor, Town of Plymouth		
	Cynthia Coleman	Washington Senior Center		
	Julius Walker	Washington County Schools		
	Kathleen Jones	Washington County Health Dept.		
	Shaylee Wright	Wash. Co. Chamber of Commerce		
	Ann Keys	CFM		
	Betty Bowen	Washington Co. Hospital		
	Zebedee Taylor	RDC		
	Randy Fulford	Wash. Co. Recreation Dept.		
	Karen Fitzgerald	Dare County Arts Council		
	Kim Keene	NC Beach Buggy Association		
	Gail Sonnesso	Outer Banks Caregivers Support Group		
	Director	Outer Banks Chamber of Commerce		
	Joe Walker	Chicahauk Property Owners Ass.		
	Director	Chicamacomico Historical Ass.		
	George Keefe	Duck Community & Bus. Alliance		
	Tom Bennett	Southern Shores Civic Association		
	Director	Colington Association, Inc.		
	Director	Duck Woods CC Women's Ass.		
	Jay Williams	Ducks Unlimited, Outer Banks		
	Craig Scarborough	Fessenden Center		
	Joyce Bornfriend	Frisco Native American Museum		
	Director	Habitat for Humanity		
	Director	Dare County Head Start		
	Director	Roanoke Is. Historical Association		
	Kaeli Spiers	Outer Banks History Center		
	Elizabeth Cubler	Outer Banks Home Builders Ass.		
	Van Smith	The Outer Banks Hospital		

	Bonnie Covey	N. Hatteras Interfaith Disaster Resp.		
	Chris Hardee	Outer Banks Jaycees		
		Friends of Jockey's Ridge		
	Robert Boyer	Kiwanis Club of Hatteras Island		
	Chris Layton	Outer Banks Kiwanis Club		
	Rick Gunther	Knights of Columbus		
	Dru Florence	League Women Voters Dare County		
	Director	First Flight Lions Club		
	Director	Old Nags Head Cove Association		
	Barbara Bingham	Outer Banks Community Foundation		
	John Tucker	Outer Banks Forum		
	Lynn Bryant	Outer Banks Hotline, Inc.		
	Tomni Parker	Outer Banks Association of Realtors		
	Ben Sproul	Dare County Restaurant Ass.		
	Mike Lay	Roanoke Island Business Ass.		
	Tim Shearin	Manteo Rotary		
	Roy Hiler	Service Corp of Retired Executives		
	Director	Hatteras Teen Center		
	Director	Outer Banks Family YMCA		
	Cabell Birdsong	Pelican Watch Homeowners Ass.		
	Jean Drylie	Mallard Cove Patio Homes Ass.		
	Ellen Davidson	Fairway Drive Homeowners Ass.		
	Carol Hartman	Dare Coalition Against Sub. Abuse		
	Director	Dare County Marine Industry Ass.		
	Director	First Flight Society		
	Michelle Pharr	Outer Banks Hotel/Motel Assn.		
	Director	Outer Banks Mommy & Me		
	Director	Dare Business Prof. Women's Club		
	Warren Judge	Dare County Commissioner		
	Allen Burrus	Dare County Commissioner		
	Max Dutton	Dare County Commissioner		
	Mike Johnson	Dare County Commissioner		
	Richard Johnson	Dare County Commissioner		
	Jack Shea	Dare County Commissioner		
	Virginia Tillett	Dare County Commissioner		
	Stan White	Former Dare Commissioner		
	Cheryl Byrd	Former Dare Commissioner		
	Neil Morrison	Town of Duck Council		
	Monica Thibodeau	Town of Duck Council		
	Nancy Caviness	Town of Duck Council		
	Bart Smith	Town of Duck Council		
	Dave Wessel	Town of Duck Council		
	Chris Layton	Town of Duck Council		
	Ray Sturza	Town of Kill Devil Hills Council		
	Bob Peele	Town of Kill Devil Hills Council		

	Paul Buske	Town of Kill Devil Hills Council		
	Jeffrey Finch	Town of Kill Devil Hills Council		
	Robert Woodard	Town of Kill Devil Hills Council		
	Deborah Diaz	Town of Kill Devil Hills Council		
	Clifton Perry	Town of Kitty Hawk Council		
	Gary Perry	Town of Kitty Hawk Council		
	Ervin Bateman	Town of Kitty Hawk Council		
	Mille Klutz	Town of Kitty Hawk Council		
	Richard Reid	Town of Kitty Hawk Council		
	John Stockton	Town of Kitty Hawk Council		
	Jamie Daniels	Town of Manteo Council		
	H.A. Cree	Town of Manteo Council		
	Darrell Collins	Town of Manteo Council		
	Edward Etheridge	Town of Manteo Council		
	David Farrow	Town of Manteo Council		
	Hannon Fry	Town of Manteo Council		
	Ritchie Burke	Town of Manteo Council		
	Kermit Skinner	Town of Manteo Council		
	Renee Cajon	Town of Nags Head Council		
	Anna Sadler	Town of Nags Head Council		
	Wayne Gray	Town of Nags Head Council		
	Bob Oakes	Town of Nags Head Council		
	Doug Remake	Town of Nags Head Council		
	Charles Cameron	Town of Nags Head Council		
	Don Smith	Town of Southern Shores Council		
	Jim Pfizenmayer	Town of Southern Shores Council		
	Jodi Hess	Town of Southern Shores Council		
	Brian McDonald	Town of Southern Shores Council		
	Kevin Stroud	Town of Southern Shores Council		
	Charles Read	Town of Southern Shores Council		
	Judi Hornbeck	Dare County Schools		
	Sharon Sullivan	Dare County Schools		
	Beatrice Emmert	Chair, Hyde County Commissioners		
	Carl Classen	Manager, Hyde County		
	W. Mack Carawan Jr.	Tyrell County Administrator		
	Thomas Spruill	Tyrell County		
	Barry Nelms	Chair, Currituck Co. Commissioners		
	Daniel Scanion	Currituck County Manager		
	Brandi Rheubottom	Dare County Older Adult Services		
	Jay Burrus	Department of Social Services		
	Anne Thomas	Dare Co. Health Department		
	Marla Hueston	Albemarle Mental Health		
	Loretta Michael	Children and Youth Partnership		
	Kenny Kee	Public or Private Employment Service		
	Randy Carlisle	Outer Banks Hotel/Motel Association		

	Pete Groom	Hatteras Island Business		
	Andy Szakos	Dare County Transit Board		
	John Winston, Jr	Dare County Schools		
	Sharon Spencer	Hyde County Commissioner		
	Pat Oswalt	Hyde County Employment/Security		
	Darlene Berry	Mattamuskeet Senior Center		
	Sandra Jordan-Leigh	Albemarle Mental Health		
	Gregory Goode	Cross Creek Health Care		
	David Warren	Hyde Emergency Management		
	Wesley Smith	Hyde Health Department		
	David Mason	Hyde Co. Sheriff's Department		
	Minnie Hopkins	Probation Offices - Hyde County		
	Alice Keeney	Hyde County Planner		
	Mac Gibbs	Hyde NC Cooperative Ag. Ext.		
	Linda Mayo	Hyde Transit TAB		
	Carolyn Williford	Hyde Chamber of Commerce		
	Bill Lawrence	Hyde Transit TAB		
	Hortense Burrus	Hyde Transit TAB		
	Janet Russ	Hyde Transit TAB		
	H. Anson Byrd	Hyde County Commissioner		
	Eugene S. Balance	Hyde County Commissioner		
	G. Thomas Davis	Hyde County Commissioner		
	Barry S. Swindell	Hyde County Commissioner		
	Kathlyn Romm	Currituck County DSS		
	Sylvia Holley	Camden County DSS		
	Melissa Stokely	Pasquotank County DSS		
	Susan Chaney	Perquimans County DSS		
	William Rose	Chowan County DSS		
	Colleen Turner	Gates County DSS		
	J.F. Burrus	Dare County DSS		
	Sandra Walker	Tyrell County DSS		
	Gloria Spencer	Hyde County DSS		

## **APPENDIX A-2**

### **Sample Albermarle RPO LCP workshop invitation**

March 18, 2009

#### **MEMORANDUM**

**TO:** Albermarle Planning Organization Local Coordinated Human Services Plan Stakeholders

**FROM:** Morgan Jethro  
Albermarle Commission

**SUBJECT:** Local Coordinated Human Service Plan – Public Transportation Planning Workshop

You are invited to participate in an Albermarle Rural Planning Organization Locally Coordinated Human Service - Public Transportation Planning Workshop in Edenton on March 27, 2009. This workshop will be planned and directed by the Albermarle Rural Planning Organization (RPO) and the North Carolina Department of Transportation Public Transportation Division (NCDOT PTD). I will serve as the workshop facilitator and the North Carolina Department of Transportation staff will assist me. This event will be held from 9.30AM to 1.00PM. at the Shepard-Pruden Memorial Library, at 106. West Water Street, Edenton, NC 27932. There will be snacks provided during breaks.

This workshop is the final of three held in the Albermarle RPO ten-county area that examines the current public transportation availability and solicits suggestions for improvements from the attendees. Similar events are being held across North Carolina during early 2009. The findings and recommendations of the Albermarle workshops will be summarized into a locally coordinated human service - public transportation plan report. This action will ensure that transit systems and other governmental and non-profit organizations in your area can apply for certain transportation funds authorized under the Federal 2005 Safe Accountable, Flexible Efficient Transportation Equity Act: A Legacy for Users; specifically – New Freedom (5317), Job Access and Reverse Commute (5316), and Elderly and Disabled Individuals Transportation Assistance (5310). This eligibility will enable your counties and their transit systems to apply for these funds. The locally coordinated plan is intended to identify the specific areas of transportation needs for individuals with disabilities, older adults, and persons with low incomes; to propose strategies for meeting these local needs; and to prioritize public transportation services for funding and responsive actions. Attached for your information is a brief overview of the coordinated human service transportation process.

To assist with the planning and preparation for this workshop, it is requested that you review and complete the attached survey document, “Coordinated Public Transit - Human Service Transportation Planning, A survey of community transportation needs.”



Instructions are provided at the beginning of the document as to how to provide your responses. Your feedback in identifying specific service related problems will be invaluable. The problem areas may include:

- education and information,
- accessibility and safety,
- cross county trips and coordination,
- applications and eligibility,
- general and specific service related,
- customer service,
- customer price,
- program funding,
- agency development

You are also provided the opportunity to provide feedback concerning other specific concerns or other personal observations. While this review may seem to be a daunting task, it should be readily manageable if you focus on your personal observations and specific experiences of the past few years. Remember there are no right or wrong answers. The information that is included in your responses will be helpful for the workshop itself and will provide helpful documentation for the development of the locally coordinated human services transportation plan report. It is requested that you complete this survey document and the RSVP form and forward them via email to Jeff Crouchley at the Public Transportation Division of the N.C. Department of Transportation at [jcrouchley@ncdot.gov](mailto:jcrouchley@ncdot.gov) by March 25, 2009.

If you have any specific questions concerning the survey document, please feel free to contact Jeff at (919 733-4713 x232) or by email at [jcrouchley@ncdot.gov](mailto:jcrouchley@ncdot.gov). **We encourage you to attend to share your knowledge and help us develop improvements for your area's public transportation as well as enable your area to be eligible for increased transportation funding. Please feel free to share this notice with any parties that might be also interested in attending.** Thank you for your assistance and I hope to see you at the workshop this month.

Enclosures (3)

**APPENDIX A-3**

**Sample Albermarle RPO LCP Workshop RSVP**

**Please fill out and return this RSVP**

**March 27, 2009 Albermarle Rural Planning Organization (RPO)  
Locally Coordinated Human Services Transportation Planning  
Workshop**

Shepard-Pruden Memorial Library  
106 West Water Street, Edenton, NC 27932  
9.30am-1.00pm

\_\_\_\_\_ I plan to attend this workshop

\_\_\_\_\_ I do not plan to attend this workshop

\_\_\_\_\_ I am sending in the survey

Name:

Date:

Agency or other affiliation:

**(Please return this RSVP to Jeff Crouchley at NCDOT/PTD,  
[jcrouchley@ncdot.gov](mailto:jcrouchley@ncdot.gov) or fax to (919) 733-1391 by March 25, 2009.)**

## APPENDIX A-4

### Sample Needs Assessment Survey attached to Albermarle RPO LCP invitation

#### A survey of community transportation needs

In order to assess the transportation issues that need to be addressed in your community – a list of transportation needs have been assembled into the following survey. Please mark all those that apply to your experience.

Prioritize each survey question in accordance to level of importance using the following rankings:

**4 – Highest Importance**  
**3 – Medium Importance**

**2 – Low Importance**  
**1 – No Importance**

#### SERVICE RELATED

	There is not enough public transportation service available.
	There needs to be extended service hours
	There needs to be extended weekend and night service
	There needs to be extended service focusing on employment type trips
	There is a need to increase service to fill gaps in underserved areas
	There is a need for coordination between transportation providers to provide cross-county trips
	There is a need for coordination between transportation providers to provide inter-county trips
	There is a need for a public transportation service to focus specifically on providing employment trips
	There is a need for a public transportation service to focus specifically on providing shopping and recreation trips
	Too much advance planning is required in order to get transportation
	There is a need for door to door service for the elderly and disabled population

#### EDUCATION & MARKETING/CUSTOMER SERVICE

	There a need for education on available services, programs and eligibility requirements
	There are communication issues i.e. language barriers, non existent web-site or difficult to find/use, inconsistent information provided
	There needs to be advertising of the various services to the elderly, low income, and general public
	There is a need to market/increase participation on the Transportation Advisory Board (TAB)

#### AGENCY RELATED

	There is a need for sustained support for coordinated transportation planning among elected officials, agency administrators, transportation providers and other community leaders
	Service providers need to be more “consumer friendly”

	There is a need for users to make reservations for service after business hours
	Agency staffs are too small to handle the number and complexity of issues that arise

**Below you should add any additional problems and list any known locations/agencies/times or places the problems occur**


Once you have completed this survey, please submit by email to Jeff Crouchley, NCDOT Public Transportation Division [jcrouchley@ncdot.gov](mailto:jcrouchley@ncdot.gov) or fax to 919-733-1391 or mail to 1550 Mail Service Center, Raleigh, NC 27699-1550. **(Please submit no later than March 25, 2009).**

## **APPENDIX A-5**

### **Grants Overview Attached to Workshop Invitation**

#### **COORDINATED HUMAN SERVICE TRANSPORTATION PLAN**

Starting in FY2007, the Safe Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) from the Federal Transit Authority (FTA), requires that projects funded under the Elderly Individuals and Individuals with Disabilities grant, known as Section 5310; JARC, known as Section 5316; and New Freedom, known as Section 5317 have a locally developed, coordinated public transit-human services transportation plan.

The plan can act as a tool in coordinating the human service transportation programs in your area, resulting in improved communication and streamlined operations for everyone involved. Don't worry, others have successfully developed and implemented coordinated plans. The RPO organizations and the NCDOT are preparing resources to help guide you through the process.

FTA proposes the following key elements of a coordinated plan:

- An assessment of transportation needs for individuals with disabilities, older adults, and persons with limited incomes;
- An inventory of available services that identifies areas of redundant service and gaps in service;
- Strategies to address the identified gaps in service;
- Identification of coordination actions to eliminate or reduce duplication in services and strategies for more efficient utilization of resources; and,
- Prioritization of implementation strategies.

If you want to learn more access; the Transportation Research Board Report 101: Toolkit for Rural Community Coordinated Transportation Services published in 2004

[http://onlinepubs.trb.org/onlinepubs/tcrp/tcrp\\_rpt\\_101.pdf](http://onlinepubs.trb.org/onlinepubs/tcrp/tcrp_rpt_101.pdf)

This document offers an all in one resource that examines strategies and practices used to coordinate rural transportation services. This report details who needs to be involved, the organization of the planning process and includes frequently asked questions.

## **APPENDIX A-6**

### **Sample Agenda for Albemarle RPO LCP Workshops**

#### **Agenda**

Albemarle RPO Coordinated Planning Workshop

March 27, 2009 9:20 a.m.-1:00 p.m.

Shepherd-Pruden Memorial Library Edenton, NC

9:20 a.m.—9:30 a.m.	Registration	
9:30 a.m. —9:50 a.m.	Welcome and Introductions	Morgan Jethro Albemarle RPO
9:50 a.m.—10:05 a.m.	Overview of Local Coordinated Plan Purpose and Goals	Jeff Crouchley NCDOT PTD
10:05 a.m. - 10:15 a.m.	RPO Communities Profile	Morgan Jethro Albemarle RPO
10:15 a.m.—10:45 a.m.	Existing Public Transportation Services	Morgan Jethro Albemarle RPO
	<ul style="list-style-type: none"><li>• Inter-County Public Transportation Authority</li><li>• Gates County Inter-Regional Transportation System</li><li>• Hyde County Transit</li><li>• Washington County Transit</li><li>• Tyrell County Transit</li><li>• Dare County Transit</li></ul>	
10:45 a.m.—11:00 a.m.	Break	
11:00 a.m.—11:30 a.m.	Needs Assessment Exercise	Table Groups
11:30 - 11:40 a.m.	Analysis of Exercise	Morgan Jethro Albemarle RPO
12:00 a.m.—12:15 a.m.	Gap Analysis Exercise	Maps
12:15 a.m.—12:20 p.m.	Analysis of Exercise	Morgan Jethro Albemarle RPO
12:20 a.m.—12:35 p.m.	Prioritization Exercise	Jeff Crouchley NCDOT PTD
12:35 p.m.—12:55 p.m.	Questions and Answers	Jeff Crouchley NCDOT PTD
12:55 p.m.—1:00 p.m.	Wrap Up	Morgan Jethro Albemarle RPO

## APPENDIX A-7

### Priority Program Allocation Form

#### Allocation of Dollars for Priority Programs

SHOPPING LIST	DOLLARS
Fixed Routes	
Evenings service	
Weekends service	
Vouchers program	
Volunteer drivers program	
Broker trips to others	
Increased visibility of existing program	
Express Service	
Transit Pass program	
Agency operates own vans	
Vanpools program	
Bigger or unique vehicles	
Park & Ride program	
Door to Door or Door- through Door	
Add-	
Add-	
Add-	
Add-	
Add-	
Total - not to exceed	\$100

## APPENDIX A-8

### Voluntary Title VI Form

Title VI of the Civil Rights Act of 1964 requires North Carolina Department of Transportation to gather statistical data on participants and beneficiaries of the agency's federal-aid highway programs and activities. The North Carolina Department of Transportation collects information on race, color, national origin and gender of the attendees to this public meeting to ensure the inclusion of all segments of the population affected by a proposed project.

The North Carolina Department of Transportation wishes to clarify that this information gathering process **is completely voluntary** and that you are not required to disclose the statistical data requested in order to participate in this meeting. This form is a public document.

The completed forms will be held on file at the North Carolina Department of Transportation. For Further information regarding this process please contact Sharon Lipscomb, the Title VI Manager at telephone number 919.508.1808 or email at [slipscomb@ncdot.gov](mailto:slipscomb@ncdot.gov).

Project Name:		Date:
Meeting Location:		
Name (please print)		Gender:  <input type="checkbox"/> Male <input type="checkbox"/> Female
General ethnic identification categories (check one)		
<input type="checkbox"/> Caucasian	<input type="checkbox"/> Hispanic American	<input type="checkbox"/> American Indian/Alaskan Native
<input type="checkbox"/> African American	<input type="checkbox"/> Asian/Pacific Islander	Other: _____
Color:		National Origin:

After you complete this form, please fold it and place it inside the designated box on the registration table. Thank you for your cooperation.